An Important Message from

The Texas Health and Human Services Commission (HHSC)

Reminder: STAIRS Retirement - Access Ends April 30, 2026

This message provides advance notice of an important system change related to The Health and Human Services Commission (HHSC) cost reporting system, State of Texas Automated Information Reporting System (STAIRS).

HHSC will be retiring the STAIRS system as part of the transition to the new cost reporting system, State of Texas Electronic Provider System (STEPS), beginning with cost reports collected in 2026.

Important deadline: The final date to access and download historical cost reports from STAIRS will be **April 30, 2026, at 5 pm CST**. After this date, providers will no longer be able to access STAIRS to retrieve prior-year cost reports. STAIRS accounts will be deactivated.

Providers are strongly encouraged to begin downloading and retaining copies of any historical cost reports they may need as soon as possible. Waiting until the deadline may limit your ability to retrieve this information. Instructions for downloading and retrieving a cost report are available here (.pdf). (NOTE: Link has expired)

Questions?
Provider may submit questions through HHSC's online portal.
For additional questions, please contact **UnitedHealthcare Customer Service at 888-887-9003, 8 a.m.–6 p.m. CT, Monday–Friday.**